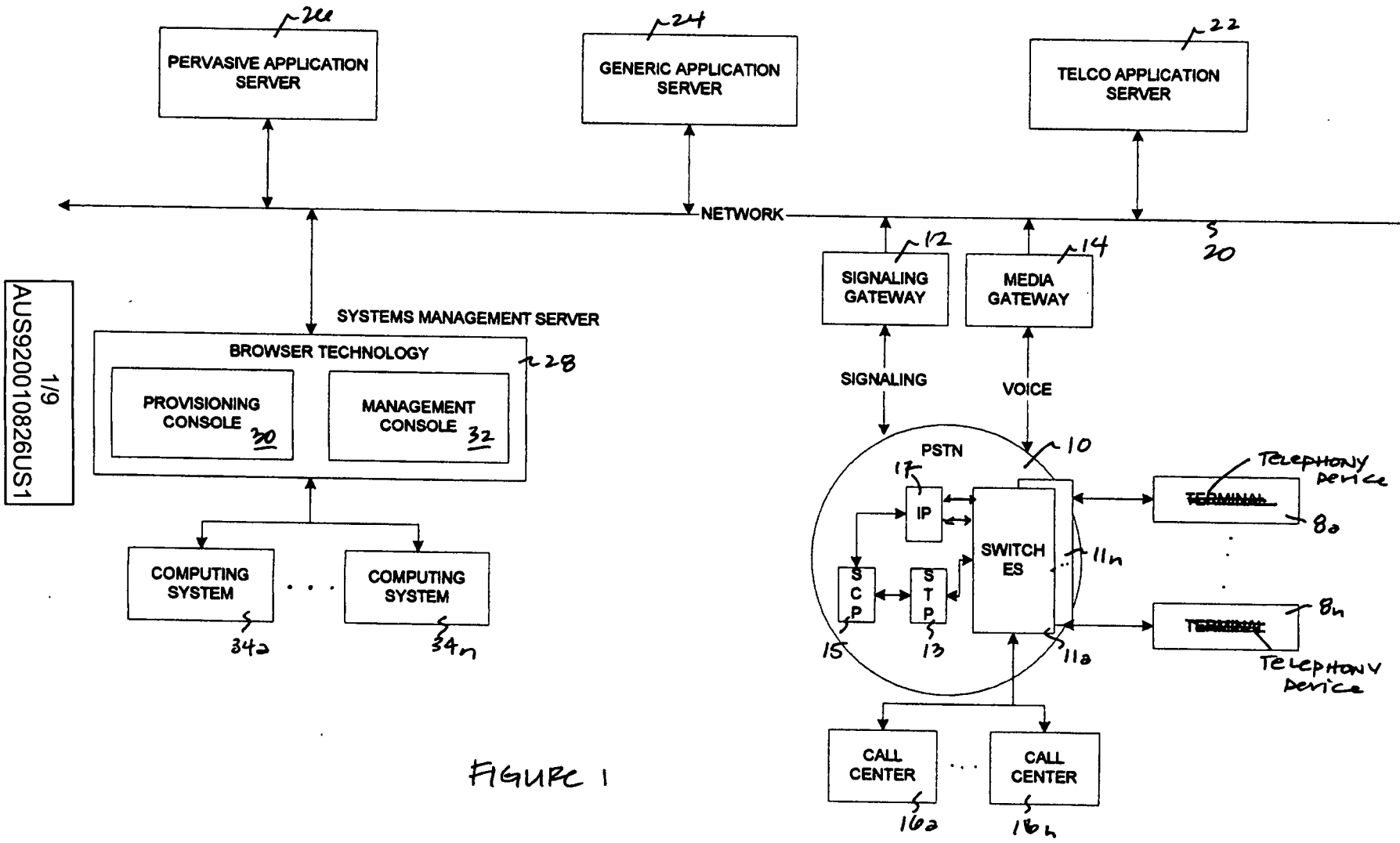

FIGURE 1

EV 420197665US

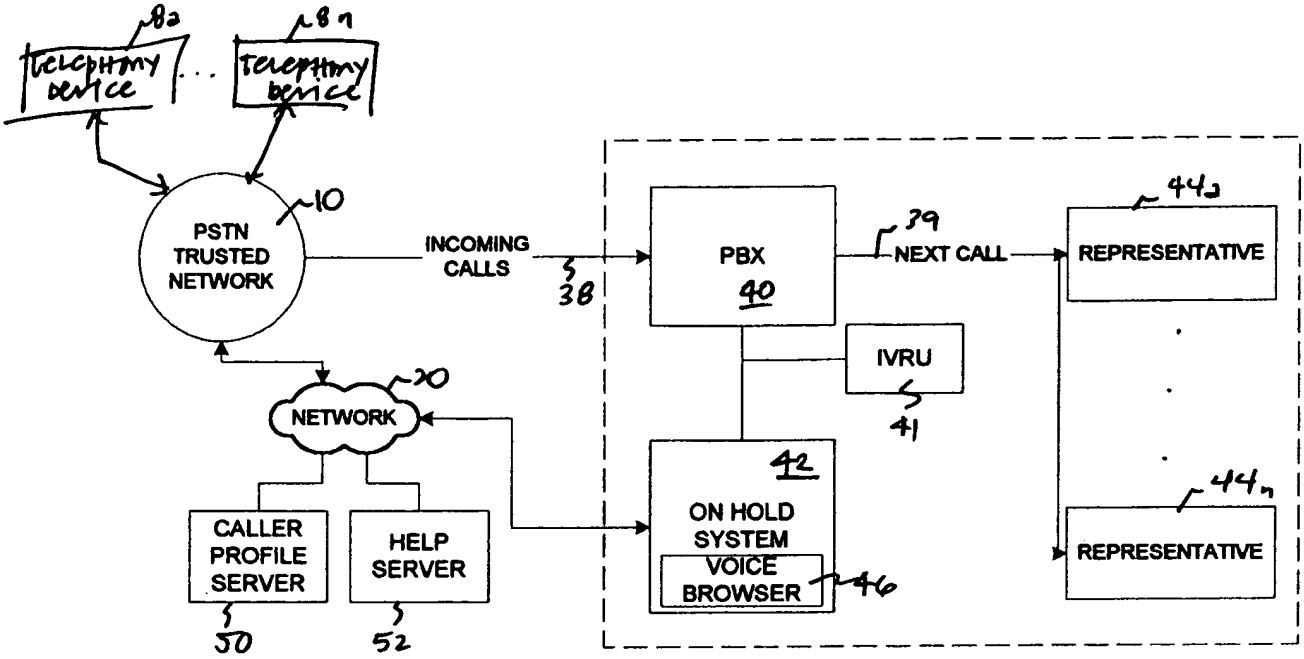

FIGURE 2

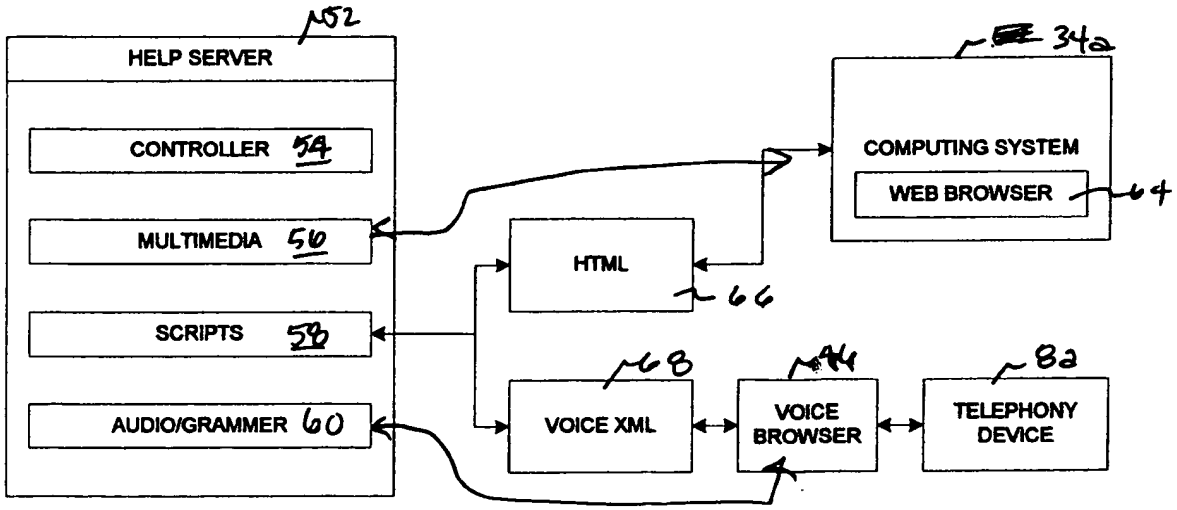

FIGURE 3

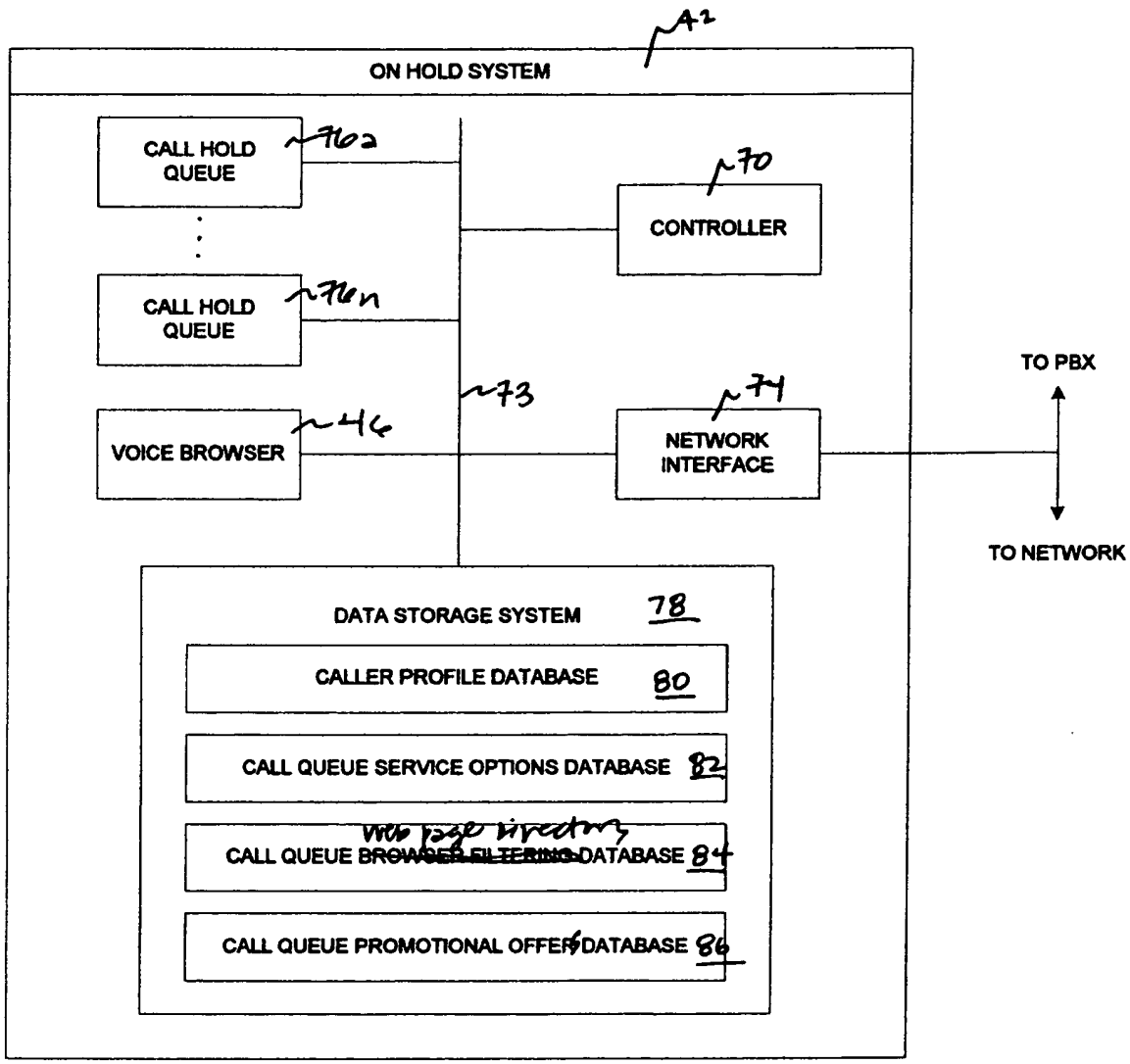
ON HOLD SYSTEM
42
CALL HOLD QUEUE
76a
CALL HOLD QUEUE
76n
CONTROLLER
70
VOICE BROWSER
46
73
NETWORK INTERFACE
74
TO PBX
TO NETWORK
DATA STORAGE SYSTEM
78
CALLER PROFILE DATABASE
80
CALL QUEUE SERVICE OPTIONS DATABASE
82
web page directory
CALL QUEUE BROWSER FILTERING DATABASE
84
CALL QUEUE PROMOTIONAL OFFERS DATABASE
86

FIGURE 4

~90

CALLER PROFILE

VID - JANE SMITH 500-00-000

MUSIC PREFERENCE : CLASSICAL, LIGHT ROCK
NEWS PREFERENCE : HEADLINE NEWS
AGE : 30
SEX : F
EDUCATION : COLLEGE
OCCUPATION : ADVERTISING
SPECIAL NEED: NONE
GEOGRAPHICAL REGION : 12
PRODUCTS:
COMPUTER A; APPLIANCE B; CABLE SERVICE C
MONTHLY WAIT HISTORY :
30 MINS CLASSICAL MUSIC, SONGS A-G
20 MINS HEADLINE NEWS, CNN
40 MINS TRIVIA GAME, QUESTIONS 1-40 FROM GAMES R US
50 MINS SURVEY, POLITICAL VIEWS ON SPORTS
5 MINS LIGHT ROCK MUSIC
10 MINS SPORTS NEWS
CURRENT WAIT HISTORY
20 MINS QUEUE 1 -> TRANSFER TO QUEUE 3 - QUEUE 1 WRONG
2 MINS QUEUE 3 CURRENTLY ON HOLD
MONTHLY TIME WITH REPRESENTATIVE
AVERAGE TIME : 10 MINUTES
LONGEST TIME : 30 MINUTES
SHORTEST TIME : 2 MINUTES
ON HOLD POINTS = 20
MEMBERSHIP POINTS
COMPANY A - 200
COMPANY B - 300
COMPANY C - 100

FIGURE 5

~91

CALL QUEUE WEB PAGE DIRECTORY DATABASE

```
Help  MODEM
          TYPE A
                FAQ                          -> MODEM/TYPE A/FAQ
                PROBLEM SOLVING
                      LIGHT                  -> MODEM/TYPE A/PROBSOLVE/LIGHT
                      INITIALIZING           -> MODEM/TYPE A/PROBSOLVE/INITIALIZE
                      CONNECTION             -> MODEM/TYPE A/PROBSOVLE/CONNECT
          Type B
                .
                .
                .

AD  NEW PRODUCT A
          GEOGRAPHICAL REGION 1        ->PRODUCTA/REGION1
          GEOGRAPHICAL REGION 10       ->PRODUCTA/REGION10

                .
                .
                .

ext ACCESSORY A - ACCESSORY TO PRODUCT C                VENDOR 0010
Vendor    FEMALE        -> VENDOR 0010/ACCESSORY A/ON HOLD/ FEMALE
AD        MAIL          -> VENDOR 0010/ACCESSORY A/ON HOLD/ FEMALE
```

FIGURE 6

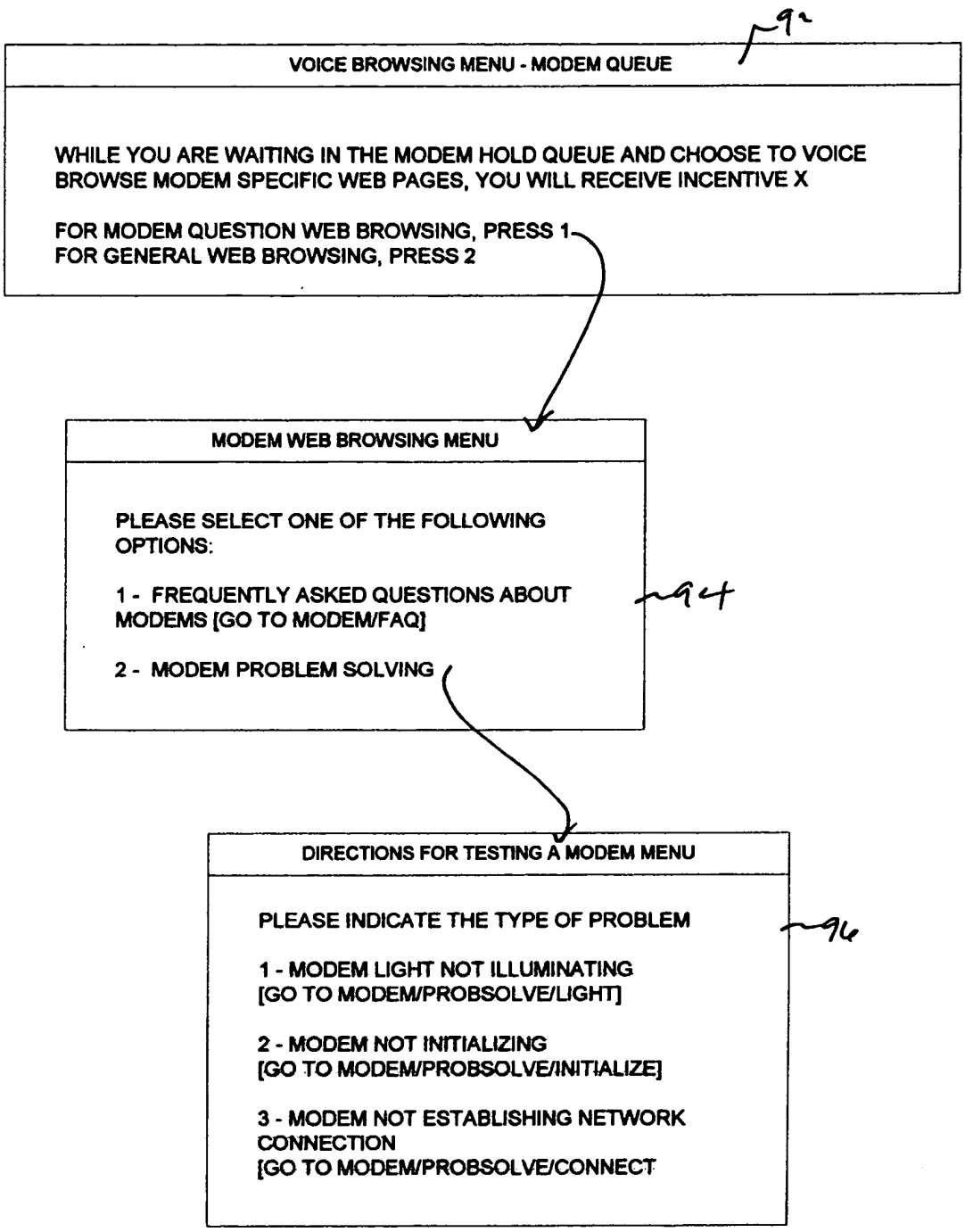
92
VOICE BROWSING MENU - MODEM QUEUE
WHILE YOU ARE WAITING IN THE MODEM HOLD QUEUE AND CHOOSE TO VOICE BROWSE MODEM SPECIFIC WEB PAGES, YOU WILL RECEIVE INCENTIVE X
FOR MODEM QUESTION WEB BROWSING, PRESS 1
FOR GENERAL WEB BROWSING, PRESS 2
MODEM WEB BROWSING MENU
PLEASE SELECT ONE OF THE FOLLOWING OPTIONS:
1 - FREQUENTLY ASKED QUESTIONS ABOUT MODEMS [GO TO MODEM/FAQ]
94
2 - MODEM PROBLEM SOLVING
DIRECTIONS FOR TESTING A MODEM MENU
PLEASE INDICATE THE TYPE OF PROBLEM
96
1 - MODEM LIGHT NOT ILLUMINATING [GO TO MODEM/PROBSOLVE/LIGHT]
2 - MODEM NOT INITIALIZING [GO TO MODEM/PROBSOLVE/INITIALIZE]
3 - MODEM NOT ESTABLISHING NETWORK CONNECTION [GO TO MODEM/PROBSOLVE/CONNECT

FIGURE 7

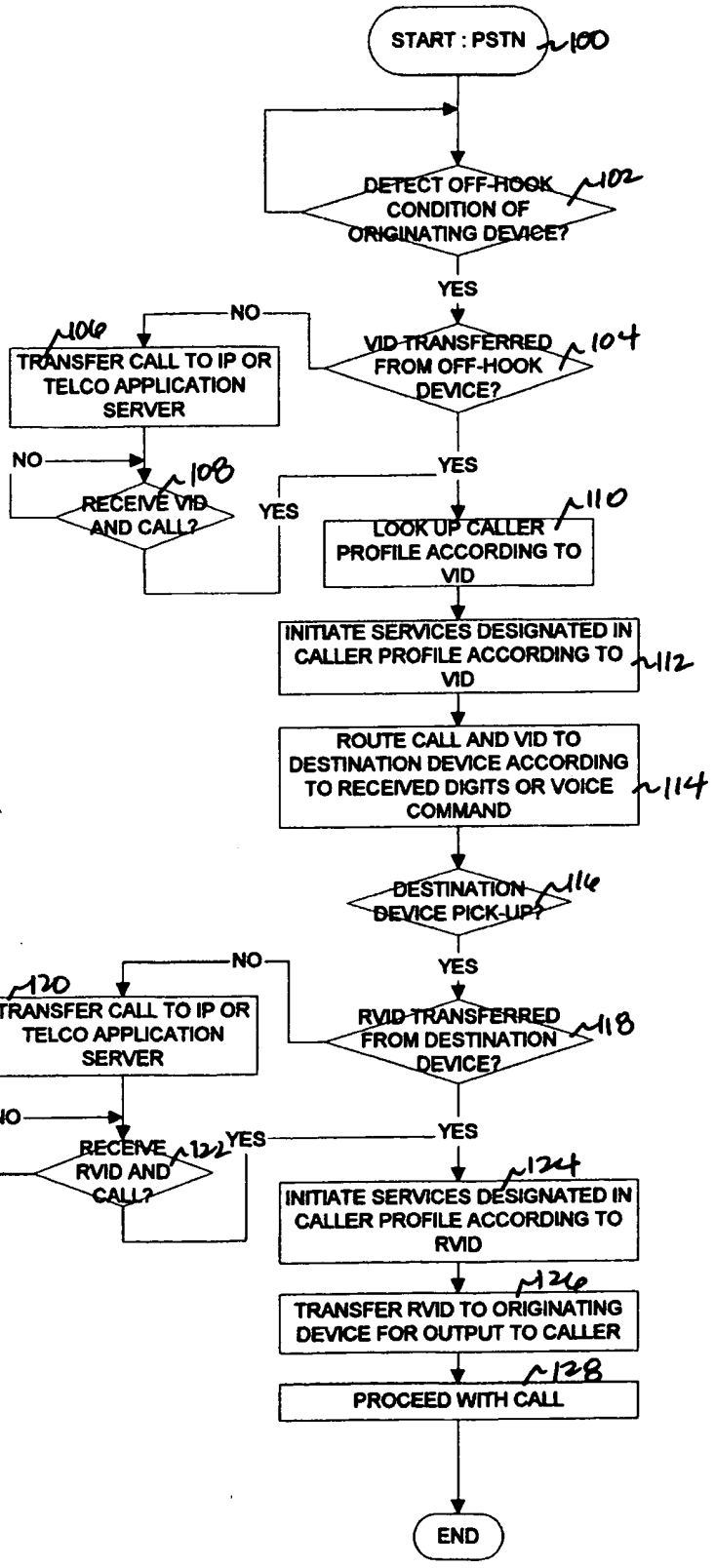
START : PSTN
100
DETECT OFF-HOOK CONDITION OF ORIGINATING DEVICE?
102
YES
NO
VID TRANSFERRED FROM OFF-HOOK DEVICE?
104
TRANSFER CALL TO IP OR TELCO APPLICATION SERVER
106
NO
YES
RECEIVE VID AND CALL?
108
YES
LOOK UP CALLER PROFILE ACCORDING TO VID
110
INITIATE SERVICES DESIGNATED IN CALLER PROFILE ACCORDING TO VID
112
ROUTE CALL AND VID TO DESTINATION DEVICE ACCORDING TO RECEIVED DIGITS OR VOICE COMMAND
114
DESTINATION DEVICE PICK-UP?
116
YES
NO
RVID TRANSFERRED FROM DESTINATION DEVICE?
118
TRANSFER CALL TO IP OR TELCO APPLICATION SERVER
120
NO
YES
RECEIVE RVID AND CALL?
122
YES
INITIATE SERVICES DESIGNATED IN CALLER PROFILE ACCORDING TO RVID
124
TRANSFER RVID TO ORIGINATING DEVICE FOR OUTPUT TO CALLER
126
PROCEED WITH CALL
128
END

FIGURE 8

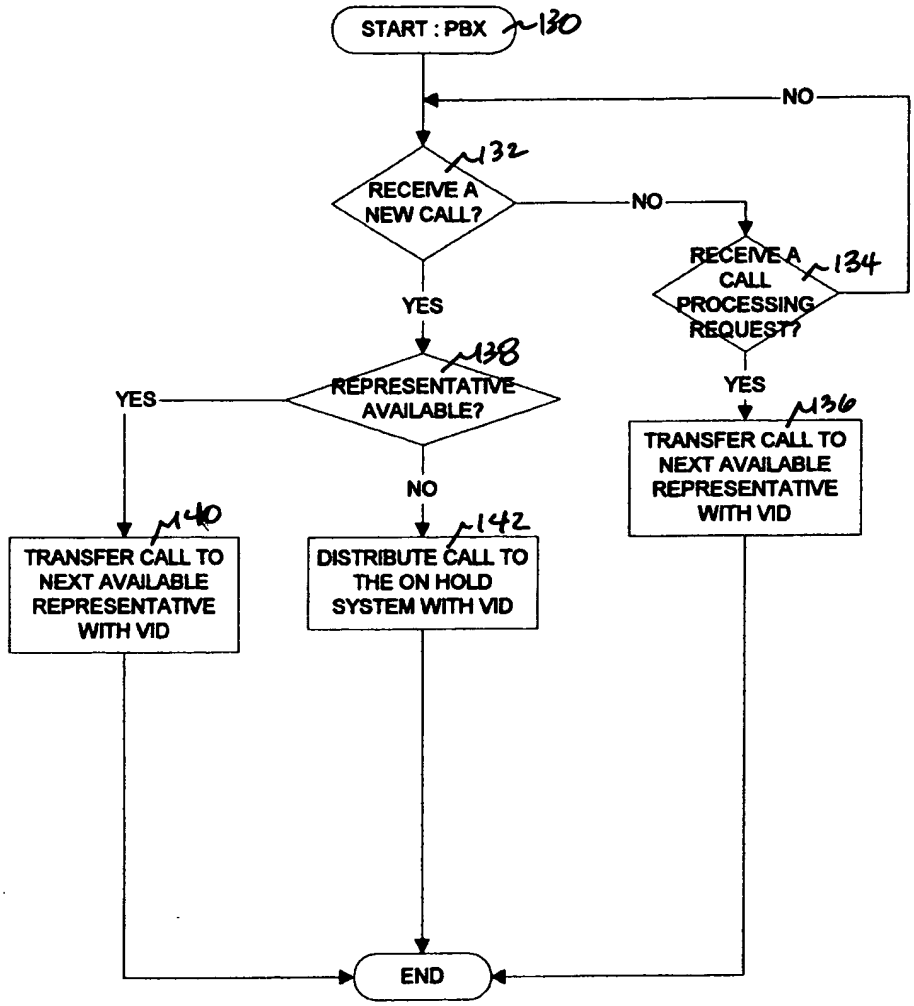
START : PBX
130
NO
132
RECEIVE A NEW CALL?
NO
RECEIVE A CALL PROCESSING REQUEST?
134
YES
138
REPRESENTATIVE AVAILABLE?
YES
YES
136
TRANSFER CALL TO NEXT AVAILABLE REPRESENTATIVE WITH VID
NO
140
TRANSFER CALL TO NEXT AVAILABLE REPRESENTATIVE WITH VID
142
DISTRIBUTE CALL TO THE ON HOLD SYSTEM WITH VID
END

FIGURE 9

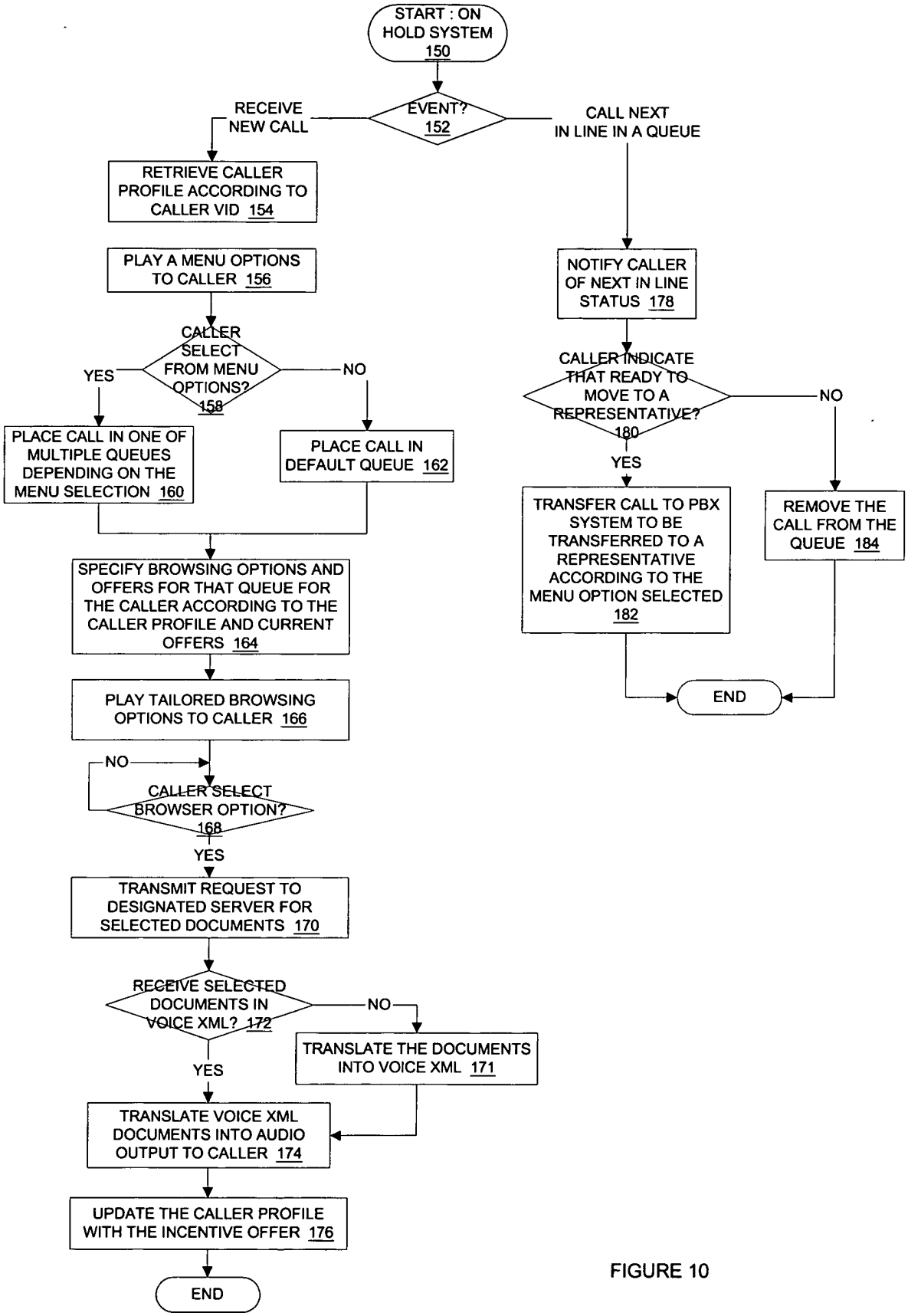
START : ON HOLD SYSTEM 150
EVENT? 152
RECEIVE NEW CALL
CALL NEXT IN LINE IN A QUEUE
RETRIEVE CALLER PROFILE ACCORDING TO CALLER VID 154
PLAY A MENU OPTIONS TO CALLER 156
CALLER SELECT FROM MENU OPTIONS? 158
YES
NO
PLACE CALL IN ONE OF MULTIPLE QUEUES DEPENDING ON THE MENU SELECTION 160
PLACE CALL IN DEFAULT QUEUE 162
SPECIFY BROWSING OPTIONS AND OFFERS FOR THAT QUEUE FOR THE CALLER ACCORDING TO THE CALLER PROFILE AND CURRENT OFFERS 164
PLAY TAILORED BROWSING OPTIONS TO CALLER 166
NO
CALLER SELECT BROWSER OPTION? 168
YES
TRANSMIT REQUEST TO DESIGNATED SERVER FOR SELECTED DOCUMENTS 170
RECEIVE SELECTED DOCUMENTS IN VOICE XML? 172
NO
YES
TRANSLATE THE DOCUMENTS INTO VOICE XML 171
TRANSLATE VOICE XML DOCUMENTS INTO AUDIO OUTPUT TO CALLER 174
UPDATE THE CALLER PROFILE WITH THE INCENTIVE OFFER 176
END
NOTIFY CALLER OF NEXT IN LINE STATUS 178
CALLER INDICATE THAT READY TO MOVE TO A REPRESENTATIVE? 180
NO
YES
TRANSFER CALL TO PBX SYSTEM TO BE TRANSFERRED TO A REPRESENTATIVE ACCORDING TO THE MENU OPTION SELECTED 182
REMOVE THE CALL FROM THE QUEUE 184
END

FIGURE 10